

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:3212
ANSWERED ON:21.03.2007
STREAMLINING OF GRIEVANCE REDRESSAL MECHANISM
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government proposes to streamline the grievance redressal mechanism of various telecom firms in the country;
- (b) if so, the details thereof; and
- (c) the steps taken by the Government to protect the consumers from the arbitrary charges by the service provider telecom firms?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b) Department of Telecommunications (DoT) has issued instructions to Service Providers to have Public Grievance Redressal Mechanism at following levels:-

i) At 'Call Centre level'.

ii) Appellate Authority level within the organization of the Telecom service provider.

Apart from above there is a Public Grievance Cell (PG Cell) at Department of Telecommunications (DoT) Head Quarter where complaints can be booked if the subscribers are not satisfied with the response of the Service Providers.

Telecom Regulatory Authority of India (TRAI) has issued a Consultation paper to all concerned on 3rd January, 2007 in respect of Grievance Redressal for bringing uniformity in handling of consumers grievances. The Consultation process has recently started and is at preliminary stage.

(c) TRAI has notified a Regulation on Code of Practice for Metering and Billing Accuracy, 2006 dated 21st March, 2006.

The Regulation provides for Audit of metering and billing systems (by respective Service Providers) annually through any one of the Auditors notified by TRAI. Copy of Audit Report is to be submitted to TRAI. The Service Providers have to submit the Action Taken Report to TRAI on inadequacies, if any, pointed out by Auditors.